



# SOLID WASTE *works*

spring 2007

Solid Waste Works is a quarterly employee newsletter published by the Miami-Dade County Department of Solid Waste Management



## Gearing Up for Hurricane Season

Just like the rest of the country, Floridians like to spend their summers at beaches, barbecues, ballgames and picnics, but unlike most of the country our summers are tied to our most dangerous season -- hurricane season.

Prepare now. Now is the time to get your hurricane supplies and your home ready for hurricane season and to ensure the safety of your families.

Prepare now. Experts recommend that hurricane kits include at least one gallon of water per person for three to seven days, non-perishable foods such as canned foods, a manual can opener, cooking utensils, cereal, juices as well as paper plates and cups. Remember essential medical supplies like first aid equipment, prescription drugs, toiletries and special items for babies and the elderly. Hurricane kits should also include: batteries, flashlights, battery operated radios, a fully charged cell phone, cash and pet care items, if you have pets.

Prepare now. Not all storms are cause for evacuation but it is still very important to be ready. If you live in an evacuation zone, know where local shelters are. All of the items in your hurricane kit should be ready whether you're staying at home or have to go to a shelter. Keep in mind that most shelters do not allow pets and they should not be left at home alone, so all plans should consider your pets as well.

Prepare now. One of the most overlooked precautions anyone can take is checking their insurance coverage. Many insurance companies have very strict guidelines concerning hurricanes and they don't offer new policies when a storm is approaching. Be sure to have all your necessary documents nearby

in a waterproof container or watertight resealable plastic bag.

Prepare now. Before the storm, limit potential dangerous projectiles around your property. Prune your trees. Properly pruned trees have a better chance of remaining standing after a storm. Have a place inside the garage or house for lawn furniture, EZ GO Waste Carts or other loose items. If shutters aren't available, buy plywood for your windows and doors.

After a storm passes, Department of Solid Waste Management (DSWM) employees are essential to Miami-Dade County recovery operations. Clearing roadways and providing information to residents are among the key activities the DSWM provides to residents during recovery. It is our duty as DSWM employees to return to work and help the community recover from the storm. Stay tuned to local news reports or call the County's 311 answer center for up-to-date information and call your supervisor for instructions. And remember our commitment to *Delivering Excellence Every Day* is most appreciated when our community faces an emergency.

## DID YOU KNOW?

- ♻️ Global warming is an increase in the Earth's temperature, caused by greenhouse gases or burned fossil fuels such as oil, coal and natural gases.
- ♻️ The less gasoline your car burns the less fossil fuel you put into the air.
- ♻️ When you recycle, you help save natural resources, like trees, oil and elements such as aluminum.
- ♻️ Replacing an old refrigerator or air conditioner with an energy-efficient model can help cut global warming pollution.

### MESSAGE FROM THE DIRECTOR

*Dear Staff,*



On March 30, I met with some very important people in County government including the County Manager, George Burgess; Assistant County Manager, Roger Carlton; Budget Director, Jennifer Glazer-Moon; and representatives from several departments. We talked about our objectives as a Department and the performance measures that support those objectives. To cut to the chase, the Manager closed the meeting with these words, **"Excellent, excellent, excellent, outstanding!"**

Even though there were only four of us representing the Department actually in the room, the good work of all 992 employees in the Department shined through the room.

We communicated the fact that complaints received are down in all areas that we measure: Garbage, Trash and Recycling. We explained various reasons why we thought this was happening.

We talked about our Fitness Challenge: to complete conversion to Automated Garbage Collection by August of this year.

We discussed the need to improve our Secret Shopper Score (where another department in the County anonymously uses our services and rates our performance). Customer Service is so important in everything we do.

We received high praise from the County Manager because our average Bulky Waste response time was down to eight days in the month of February. It was more than three times that amount at the same time last year. And it will only get better as new equipment and more hires increase the effort.

We even talked about our sortie: illegal dumping hotspots. I showed him our response times, our tons collected, the number of pickups, and the number of enforcement actions. He was pleased with the energy that we are putting behind this effort. He wants to see even more.

In short, it was an excellent meeting for all of us. The Department got the recognition that it deserves and was clearly told to keep up the good work. Our citizens and our bosses deserve no less.

*Kathleen Woods-Richardson*  
Director

# Sorties Take Flight at DSWM

Many of you have read about County Manager Burgess' challenge to County Departments to develop sorties as tools to deliver even greater excellence. A sortie is a military term that describes a single military aircraft flight on a combat mission. This military term has taken on new meaning at Miami-Dade County as all employees engage in a battle of a different kind improving performance in a way that delivers results that truly matter. Burgess has challenged County Departments to devise their own sorties as part of their 2007 business plans.



This Department has accepted that challenge. Our sorties are directed at cleaning up illegal dumping hotspots. DSWM's sorties are:

- \* responding to 100 percent of enforcement complaints within two days
- \* closing 90 percent of enforcement complaints within one week
- \* conducting 1,200 proactive enforcement investigations per month
- \* completing 550 hotspot litter pickups per month
- \* picking up 99 percent of all scheduled illegal dumping piles within 10 days
- \* picking up 99 percent of all illegal dumping

piles that are going through enforcement actions within 15 days

Accomplishing these missions will be a team effort. Successful teams do not try to accomplish a job alone; they depend on skilled workers to come together to achieve one goal. All 992 DSWM employees are on the same team. We rely on the talent and dedication of employees in all divisions for our daily operations to run smoothly.

"I believe that with DSWM's commitment to *Delivering Excellence Every Day*, incorporating sorties into our work ethic will not be a difficult task," said DSWM Director Kathleen Woods-Richardson. "Can sorties be put to life in our Department? Absolutely!"

## LEARN WHERE YOU EARN

Do you want to earn a GED? Have you been unsuccessful in finding a GED program? If so, the DSWM wants to hear from you! Your phone calls and support will allow DSWM to start a GED Pilot Program through a partnership with the Employee Relations Department and Miami-Dade County Public Schools. Training will be tailored to suit your needs.

"This is a tangible expression of our commitment and to our goal for our employees to be the best that they can be, as well as an opportunity to improve the quality of their personal lives," said DSWM Director Kathleen Woods-Richardson. "This is something that becomes a personal achievement for those individuals, and the County benefits from having more knowledgeable employees. Everybody profits."

To participate in this program, please contact the Human Resources Division at 305-514-6706.

# Mayor Issues a Challenge to Department Directors

Mayor Carlos Alvarez issued a "Challenge for Government Fitness" to all Department Directors on January 24, the day after the voters of Miami-Dade County changed our form of government to be headed by an Executive Mayor.

He challenged the Directors to identify what can be done in their respective Departments to provide tangible results within the year. He stated that he expects Directors to develop plans of action and to propose realistic timelines for implementation of specific objectives.

The Department of Solid Waste Management has been given a fitness challenge that is right in

line with one of our core missions: to implement the Automated Garbage Collection system as quickly, efficiently and as smoothly as possible. The best news is that we are already doing it! The Garbage Division, with plenty of help from the Director's Office, Trash, Accounting and Business Management and Public Affairs Divisions is putting tremendous amounts of effort into getting the task done.

"We will get this initiative done by August regardless of the obstacles that get in front of us," said Acting Deputy Director of Administration Christopher Rose. "As

they come, we deal with them. We always have."

The Mayor closed his challenge with these words, "I intend to use this opportunity to recognize Directors for their efforts in addressing these challenges. It is

important to remember that elected officials and professional management alike are accountable for what is accomplished today, not just what is achieved over the long term."



# CONGRATULATIONS

## CORNER

**Thirty-one DSWM staff members have been rewarded for their hard work on the job with a promotion during the second quarter of the fiscal year. The following is a listing of the employees and their new positions:**

**Administrative Officer 3**  
Denna Starks

**Trash Crane Operator**  
Carlo Roger

**Construction Manager 2**  
Ana Navarro

**Waste Supervisor 2**  
Loretta McMillan

**Senior System Analyst/  
Program**  
Lou Broughton

**Waste Supervisor 1**  
Curtis Kinsey  
Curtis Miler

**Trash Truck Driver 1**  
Jerome Brown, Sr.  
Leonardo Fernandez  
Hershel Johnson  
Calvin Jones  
Catherine Moss  
Desiderio Valdes  
Ruben Washington

**Waste Truck Driver**  
Floyd Brady  
Walter Collier  
Willie Collins  
Gregory Ferguson  
Zacchaeus Griffin  
Lazaro Hernandez  
Fritzner Kersaint

Lazaro Ramos  
Todd Richardson  
Bernard Sands, Jr.  
Jorge Soriano  
Thelbert Stanley  
Anthony Treto  
James Williams  
Tyrone Williams

**Waste Equipment Operator**  
Michael Butler  
Ronald Collier

**Welcome the following new members of the Department:**

Kisha Gordon,  
Waste Enforcement  
Officer 1,  
Enforcement Division  
Maricela Reed,  
Waste Enforcement  
Officer 1,  
Enforcement Division

Nicolette Grenell,  
Special Projects Adm. 1,  
Director's Office

**Welcome the following members back to the Department:**

Maria Lopez,  
Accountant 3 (Part Time),  
Accounting Division  
Joseph O'geen,  
Waste Enforcement  
Officer 1,  
Enforcement Division  
Veronica Richardson-Clark,  
Executive Secretary,  
Director's Office

**Finally, congratulations, best wishes and a heartfelt thank you for jobs well done to six Department employees who have recently retired:**

- Ervin Patterson, Waste Truck Driver, Garbage Division, 41 years
- Ronald Smith, Waste Equipment Operator, Transfer Division, 34 years
- Charles Myricks, Trash Truck Driver 1, Trash Division, 32 years
- Frank Jaques, Waste Truck Driver, Garbage Division, 26 years
- Donald Daughy, Special Projects Adm. 1, Fiscal Management and Information Services Division, 22 years
- Jorge Pizarro, Waste Attendant 2, Trash Division, 12 years

## Making It Look So EZ, Safe & Efficient

The introduction of EZ GO Waste Carts, which have been making their way to Miami-Dade County homes one neighborhood at a time, is a huge step forward, not just for the employees of the DSWM but also for the residents of Miami-Dade County. Residents such as Maddy Rosenberg, who took the time to write a letter on behalf of her community.

*For the record, in my opinion Mr. Longmire is the consummate professional. He's courteous, knowledgeable, cooperative, efficient, etc. I could go on and on adding as many superlatives as I think you would have time to read, but I won't because I'm sure you're busy. Suffice it to say as a 26 year homeowner in Snapper Creek Townhouses (soon to be the recipient of one of SWM's wonderful EZ GO Waste Carts) I'm impressed that Miami-Dade County has such excellent representatives.*

*On behalf of Snapper Creek Townhouses, a homeowners association of 884 homes and approximately 4,000 residents, its Board of Directors and its President, Mr. Luis Castro, thanks for making Mr. Longmire available and sharing his expertise in getting the job done, particularly in such an expeditious manner. Our gratitude is yours as well.*

*Mr. Longmire tells me that Snapper Creek should have its EZ GO Waste Carts by Monday the latest, hopefully before. You can't imagine how we look forward to an easier way to keep our community clean. I'm certain that your pick up personnel are more than happy that this should make their jobs so much more efficient and sanitary.*

*Maddy Rosenberg*



# EMPLOYEE SPOTLIGHT

## Excellence Delivered at Blitz Build

The closest many people get to volunteering is dropping off a bag of clothes at the nearest drop off box location, that's nice, but spending eight hours on a Monday doing physical labor in a joint effort to build 10 homes in 12 days for the needy – that's heroic – that's DSWM employees.

On January 27, seven employees from six different divisions of the DSWM went to the Scott Carver section of Liberty City to participate in the 2007 Habitat for Humanity Blitz Build.

Miami Habitat for Humanity, with the help of many volunteers and sponsors, has built 560 homes since 1989. Because of the commitment of DSWM employees, DSWM participates in the Blitz Build each year.

"Delivering Excellence Every Day has become more than a motto for the employees at DSWM, it

is a goal to be reached inside and outside of the workplace," said DSWM Director Kathleen

Woods-Richardson.

The Blitz Build is an accelerated construction event where 10 homes are built over a period of two weeks. At the build, a collection of volunteers, homeowners and sponsors of various skill levels worked together on donated

property to provide homes for the needy.

DSWM employees who participated this year

were: Alice Claire, Accounting Division; Margaret Lee and Carla McMullen, Business Management and Public Affairs Division; Tonisha West, Trash Division; Nawa Peoples, Transfer Division; and Kisha Gordon and Darrick Hankerson, Enforcement Division.

During the Blitz Build, volunteers came to work at 7 a.m. in comfortable clothes, closed toe work



boots and gloves, and worked through the afternoon. Each day a different goal was set to be completed. DSWM employees participated on the first day of the project and were responsible for dry-in roofing and framing.

Over the two weeks of the Blitz Build, the teams dry-walled, painted, shingled and tiled their way to completion of 10 new homes for families, who also gave hours and hours of their own labor or 'sweat equity' to building their house and houses of others. But at the end of the day more than just homes were built; hope was restored to many, and new friendships were created.

The Habitat for Humanity of Greater Miami is a Christian housing ministry that selects the families for the homes based on need, their willingness to be a full partner in the Habitat program and ability to repay the interest-free loan in support of the Habitat ministry.

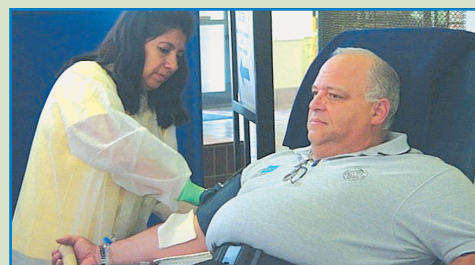
## Giving To Save A Life

If you break a hip doctors can build you a new one, if you lose an arm or a leg new limbs can be made for you, even a bad heart can be replaced by an artificial heart but there is no substitute for blood. Doctors can perform miracles but there is no artificial cure for blood loss, human beings are its only source. Because of that Miami-Dade County hosts three blood drives each year to provide much needed blood to Jackson Memorial Hospital,

Children's Hospital and other hospitals in the area.

The first of 2007 was held in February and we are proud to report one of our very own was there to donate. A special thanks goes out to DSWM employee Evaristo "Joe" Hernandez, who gave blood at the Stephen P. Clark Center where the Florida's Blood Center was collecting blood.

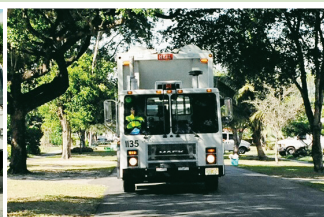
A single pint of donated blood can save



the life of an accident victim, help a premature baby or can be used to help in the fight against cancer. We are all proud to be co-workers with Hernandez and are thankful for his contribution.

MIAMI-DADE  
COUNTY

*Delivering Excellence  
Every Day*



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